



Khawaja Imran Mohammed

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Residency Status: Australian Citizen

Career Objectives

To become part of a challenging organization that provides opportunities for personal and professional development in the field of Information Technology & Information Systems with active interest in the field of IT Infrastructure Operations Management that involves Technology Management, High Level Design, Project Planning, Implementation, People Management and Development of Procedures and Processes. To work in a quality certified organization, which gives me an opportunity to demonstrate my skills & in turn be a source of growth for the organization.

Executive Summary

12+ Years of total IT experience with vast exposure to IT Infrastructure Management space. Domain expertise on Oracle & UNIX platforms and successfully managed multiple projects involving Implementation and Production Support. I have extensive subject matter expertise in Datacenter Management, IT Infrastructure Planning (Database, Server & Network Management), IT Services Management (ITSM), Methods, Processes, Strategic Technology & Developing Cost Effective Solutions to meet customer / business requirements. I also have good experience with IT Project Management, Planning, Technology & People Management, Network Administration, System Administration (UNIX & Windows) and Oracle Database Administration on UNIX & Windows systems.

Strengths include standardizing multi facet operational procedures and effective People Management. Delivered USD 500K Business impact projects using Lean and Six Sigma methodologies.

Specialties

IT Service Delivery	ITIL Framework	Disaster Recovery Planning (DR)	IT Security
IT Infrastructure Management	IT Service Management	Business Continuity Planning (BCP)	Cloud Stack
IT Operations Management	IT Project Management	Databases (Oracle & MS SQL Server)	DevOps
Server Virtualization	Server Consolidation	Network Management & FCAPS	Server Management

Education & Qualifications

- ✓ **Executive MBA (Majors: Systems & General Management)** from Kuvempu University, India
- ✓ **Master of Science (Majors: Information Technology)** from Sikkim Manipal University, India
- ✓ **Bachelor of Science (Majors: Computer Science & Mathematics)** from Osmania University, India
- ✓ **Diploma of Management** from TP3 Australia

Technical & Professional Certifications:

- ✓ ITIL Expert Certificate in IT Service Management (SO, SS, SD, ST, CSI & MALC)
- ✓ PRINCE2 & PMP Certified; Certified Scrum Master
- ✓ Red Hat Certified Engineer (RHCE)
- ✓ Oracle Certified Professional (Oracle 9i & 10g DBA)
- ✓ Microsoft Certified Systems Engineer (MCSE)
- ✓ Cisco Certified Network Associate (CCNA)
- ✓ HP Certified System Administrator (HP Unix)
- ✓ Administering Microsoft SQL Server Databases
- ✓ CompTIA Security+ Certified
- ✓ Certified Ethical Hacker (CEH)

Work Experience:

- ✓ **LexisNexis Pacific:** September 2016 to Present : **Technical Services Manager ANZ & SE Asia**
- ✓ **Arvensys Technologies:** July 2016 to September 2016: **Technical Delivery Manager**
- ✓ **Fairfield City Council:** October 2013 to June 2016 : **IT Infrastructure Manager**
- ✓ **Murdoch Technology Pty Ltd:** April 2013 to October 2013 : **Technical Services Manager**
- ✓ **Hussein Bakry Gazzaz & Co (Saudi Arabia):** February 2011 to February 2013: **IT Manager / IT Project Manager**
- ✓ **Wells Fargo Bank (USA):** March 2009 to January 2011 : **DBA Operations Manager**
- ✓ **Genpact India (Formerly GE Capital):** January 2005 to February 2009 : **IT Infrastructure & DBA Team Lead**
- ✓ **Intec Group (India) Ltd:** February 2004 to January 2005: **Oracle DBA**
- ✓ **IAPEN:** September 2000 to February 2004: **IT Support Engineer**

Employment History

LexisNexis Pacific (September 2016 - Present) as Technical Services Manager ANZ & SE Asia

(LexisNexis is a leading global provider of legal research and content-enabled workflow solutions. LexisNexis is part of RELX Group also known as Reed Elsevier, a global provider of information and analytics for professional and business customers across industries. The group serves customers in more than 180 countries and has offices in about 40 countries. It employs approximately 30,000 people.)

Responsibilities: Reporting to the Head of Professional Services and leading a distributed team of 13 technical resources across Australia, New Zealand, Philippines, Singapore & Malaysia supporting clients across Oceania & Asia Pacific regions. As a Technical Services Manager, I'm responsible for successful implementation, installation, upgrade, maintenance & troubleshooting of all Practice Management products like Lexis Affinity, PC Law, Lexis Visual Files, Affinity Client Portal, Affinity Mobile, Lexis Smart & Lexis Draft. This also includes server provisioning, virtualization, capacity planning, providing technical advice to the clients and helping clients to move from on-premises infrastructure to cloud (AWS & Co-Location Services). I'm responsible for managing the delivery and maintenance of the LSS IT Infrastructure which includes liaising with Reed Elsevier technology team as a single point of contact, cloud migration project, technical support, IT governance, managing the hardware assets and software licensing inventory.

- Management and leadership of the LexisNexis Legal Software Solutions Technical Services Team; Leading a team accountable for Cloud Services (SaaS & IaaS), my role is to ensure uptime is guaranteed.
- Manage a technical team comprising of system administrators, DBA's and consultants to bring in projects/tasks on time and within budget.
- Leading the technical services team and global delivery teams to design new architectures for the reduction of infrastructure costs and provide scalable infrastructures to support market place launches worldwide. Deploying DevOps solutions (**Ansible, Chef, Jenkins, Puppet & Nagios stack**) to reduce the operational load in addition to providing dash boards on the usage.
- Manage projects and work closely with the PMO team to ensure support and administrative functions like time and material requests are completed accurately and on time.
- Making sure that the ITIL processes like Incident Management, Problem Management & Change Management are adhered.
- Identifying and implementing continuous improvement initiatives including process and technical tools.
- Identifying and implementing chargeable technical service offerings in addition to current installation services.
- Provide leadership and direction on customer issue resolution.
- Liaising and escalating issues where appropriate within the Legal Software Solutions leadership team.
- Technical Support of the Legal Software Solutions Department.
- Manage internal projects to support existing products & for the development of new products.

Arvensys Technologies Pty. Ltd (July 2016 - September 2016) as Technical Delivery Manager

(Arvensys is a IT Services Company with a global consulting, digital technology and outsourcing expertise in driving digital strategy and business transformation solutions.)

Responsibilities: I was on a short-term contract with Arvensys Technologies working on Server Remediation & Upgrade Project for one of their banking clients. Windows Server Remediation & Upgrade Project is part of Infrastructure Refresh Program which has been formulated to facilitate and deliver migration to strategic infrastructure whilst addressing operational, financial and regulatory risk associated with Windows 2003, SQL Server 2005 and other End of Life technologies.

As part of this project, I was responsible for end-to-end technical delivery of the Server Remediation & Upgrade Project where the below scope was delivered within the agreed timelines:

- 300+ Windows 2003 servers were patched and then were upgraded to Windows 2008/2012 respectively.
- 200+ SQL Server 2005 DB servers were patched and then were upgraded to SQL Server 2014.

Fairfield City Council (October 2013 - June 2016) as IT Infrastructure Manager

(Fairfield City Council oversees one of the largest and most multicultural local government areas in Australia. Fairfield City is located in Western Sydney and extends over 100 square kilometers. With 27 suburbs, over 194,000 residents and a local community which speaks more than 70 different languages, the city is home to a diverse community making it one of the largest local government areas in NSW.)

Responsibilities: Reported to the ICT Manager and responsible for broad range of IT Infrastructure services & delivery for Fairfield City Council (FCC). I was responsible for leading the IT Infrastructure team and ensuring that the service levels for the team are met in an efficient and effective manner. I was also responsible for the development and maintenance of policies & procedures covering the IT Infrastructure team. I worked with key stakeholders to develop, implement and maintain the overall systems architecture at FCC. Manage the IT Infrastructure services in providing effective, efficient and secure services, which ensures the continuous operation of the FCC IT Infrastructure, security, operating systems and databases. This involved the deployment of field staff, contractor resources and equipment to investigate and rectify faults and incidents in accordance with service level agreements and corporate guidelines. I was involved in planning of future skill requirements, skill development

strategies and resources, personnel levels based on project and operational demands and in coordination with ICT Manager & IT Applications Manager, professional and personal development for all members of the Infrastructure team.

- Lead the FCC IT Infrastructure team, consisting of 9 engineers in the following areas define, manage and support the entire operations infrastructure for the council.
 - ✓ Unix Administration (Solaris & Linux flavors);
 - ✓ Network Administration (LAN, WAN, Microwave links, Wi-Fi, Internet, VPN Remote Access) & IT Security;
 - ✓ Database Administration (Oracle & SQL Server);
 - ✓ Windows Server Administration, Microsoft Exchange & Microsoft Lync Enterprise Voice;
 - ✓ Virtualization: VMware vSphere, Citrix XenServer/XenApp/XenDesktop Environment;
 - ✓ Mobility (Air Watch, Citrix Mobile, Mobile Iron Mobile Device Management, AsdeqDocs, BYOD);
 - ✓ End User Computing & Desktop support (Windows 7, SCCM/SCOM);
 - ✓ Production Support & BAU IT Operations.
- Maintain IT Infrastructure service levels for corporate IT & council's core systems like PeopleSoft Financials, Civica Authority (CRM, Rates, ePayments & Online Certificates), Objective (EDRMS), Microsoft Exchange, Microsoft Lync, Frontier Chris21 (Payroll), Enlighten GIS/LIS, Performance Manager.
- Lead the IT Infrastructure team and vendors to design new architectures for the reduction of infrastructure costs and provide scalable infrastructures to support the council wide IT Operations. Deployed DevOps solutions (**Ansible, Chef, Jenkins, Puppet, Nagios & SolarWinds stack**) to reduce the operational load in addition to providing dash boards on the usage.
- Lead the IT Infrastructure team providing leadership and strategic direction to ensure the availability and reliability of key systems and services to the business; Responsible for providing infrastructure operations vision, enable innovation and leverage IT trends that can create business value consistent with the company requirements and expectations; Responsible for providing leadership for delivery of 24/7 service operations and KPI compliance.
- Established metrics, key performance indicators, and service level agreements to continually improve the performance of IT operations; Lead the implementation of the infrastructure strategy and set direction for continuous improvement.
- Accountable for managing the Network, Server, Desktop and Virtual Desktop requirements and involved in the transformation of the infrastructure and services available to end users.
- Diagnose and resolve infrastructure problems and set architecture within Infrastructure portfolio.
- Lead effort in providing capacity planning, contingency planning (BCP/DR), IT project management, change management, configuration management and other ITIL related disciplines.
- Directly involved in monitoring & operational readiness of Council's IT Disaster Recovery Plan. Ensured that the comprehensive disaster recovery architecture is maintained and operations are in place to ensure compliance with required Recovery Point Objectives (RPOs) and Recovery Time Objectives (RTOs) during business continuity events.
- Lead the implementation of the infrastructure strategy mapping back to business requirements.
- Responsible for allocation of work with advice, coaching and training to enhance the expertise of individuals and the team where I'm required to set work objectives and manage performance of the team. Set direction for continuous improvement in order to better align infrastructure.
- Manage IT vendors/contractors, IT contracts and outsourcing management.
- Manage the annual operational and capital Infrastructure budgets (CAPEX & OPEX) with ICT Manager.
- Full budget responsibility for Infrastructure budget, including forecasting and budget planning.

Projects & Achievements:

- Building & Commissioning of a cold Disaster Recovery site for the council.
- Virtualization: Migration of 100+ virtual servers from Citrix XenServer to VMware on Nutanix hardware to align it with council's long-term IT Strategic Roadmap.
- Migration of phone systems from PABX/Mitel to Microsoft Lync Enterprise Voice. Decommission of old phone system.
- Migration of Oracle databases from SUN Sparc M4000 to Oracle T4-2 servers.
- Performed an IT Security Review & Audit with the help of a vendor to perform Gap Analysis based on ISO 27001 requirements, Vulnerability Assessment & Penetration Testing.

Murdoch Technology (April 2013 - October 2013) as Technical Services Manager

(Murdoch Technology Pty Ltd is an end-to-end IT solutions and state-of-the-art IT support provider and offers a wide range of services right from managed services, business continuity planning, IT consulting, cloud services, VoIP, virtualization, email/spam protection, resourcing to implementation and technical support.)

Responsibilities: Reported directly to the Director and primarily responsible for the day to day running and management of a team of 12 IT professionals including network and infrastructure specialists ensuring tasks are completed according to time frames and in line with internal and customer expectations. I was responsible for managing the financials (P&L), providing forecasts and delivering small to medium sized infrastructure projects.

- Managed a team of 12 technical resources supporting UNIX Servers, Windows Servers, Citrix Servers, VMware, Storage, Backup, Network, Service Desk and Cloud Technologies.

- Managed all project staff working on projects. This includes ensuring resources are allocated appropriately across all projects.
- Ensured all technical staff are aware of the details of tasks assigned to them including start and end dates, effort, budget, responsibilities and any relevant issues.
- Managed Staff performance and appraisals.
- Ensured knowledge transfer and key staff dependency is mitigated.
- Liaised with all executives within the business to ensure that they understand key initiatives, understand expectations and that through collaboration the value and challenges of the Technical Services Team are highlighted and understood.

Hussein Bakry Gazzaz & Co (February 2011 - February 2013) as IT Manager

(Hussein Bakry Gazzaz & Co is one of the most respected & leading luxury retail businesses in the Middle East particularly in Saudi Arabia. Headquartered in the Jeddah, Kingdom of Saudi Arabia, Gazzaz operates showrooms throughout the Kingdom.)

Responsibilities: Worked as IT Manager & Head of IT Operations at Gazzaz, reporting directly to Chief Operating Officer and managing a team of DBA's, System Administrators & IT Support Engineers. Lead a major business transformation at Gazzaz & its subsidiaries. This included the implementation of Oracle ERP and the development of new business models.

Directing & Managing the IT functions and activities in the company through the development of IT Strategies, Objectives and Policies, as well as monitoring the implementation of IT systems in order to ensure the provision of reliable, secure, high performance, cost effective IT services. I was responsible for technology operations & data management. Operate a heavily outsourced environment with significant vendor management accountabilities. Responsible for the day-to-day operations of the IT Support Team that includes assigning tasks, prioritizing work, resource management & resolving staff issues. One of my primary responsibilities also includes, managing a team of DBAs supporting mission-critical Oracle, Microsoft SQL Server & Oracle E-Business Suite databases.

- Lead a team of about 30+ IT Professionals from Oracle Applications, DBA, Infrastructure, Network & Security disciplines.
- Deliver cost-effective IT service & target 99.9% systems availability with agreed SLA's.
- Develop & Implement IT Strategy in line with corporate strategy.
- Responsible for managing all Business Applications, POS & Oracle ERP functionality.
- Responsible for managing & supporting the core IT Infrastructure Systems including Servers, Networks & Data Center Operations
- Responsible for asset management, network & desktop support operations.
- Maintain the availability, reliability and functionality of IT Systems through proactive monitoring of System Availability, Response times, Packet Loss, CPU Utilisation, Memory Utilisation, Disk Utilisation, UNIX & Windows Service Monitoring, Event Log Rules & SNMP Traps.
- Develop strategic plans & implement the objectives of the IT needs of the company to ensure the computing capabilities are responsive to the needs of the company's growth & objectives.
- Develop & Maintain IT budget & facility budget; IT Purchasing & Budget Management; Working with the FD to set budgets.
- Develop & establish operating policies, ITIL practices, internal controls & best practice approaches for computing and IT systems/services; evaluate overall operations of computing and IT functions & recommend enhancements.
- Work with the Chief Operating Officer & Finance Director as the IT Steering Committee providing advice on developments. Advise senior management on strategic systems conversions, integrations in support of business goals & objectives.
- Review and approve major contracts for computing, IT services & equipment; ensure the security of the information systems, communication lines & IT equipment.
- Responsible for the development, review & certification of all back-up and Disaster Recovery Procedures & Plans. Management of all IT Backup & Business Continuity Planning (BCP).
- Identify emerging technologies to be assimilated, integrated, and introduced within the company.
- Resource management activities including recruitment, appraisals & work load management of IT resources.
- Responsible for Vendor relationship management across server & network infrastructure; Manage all IT vendor & outsourcing relationships in line with global policy, including contract / cost negotiation and Service Level Management.
- Provision of pro-active IT solutions in support of Business Process Improvements.
- Management of mobile & fixed line telecoms including company-wide upgrades; Management of all Helpdesk activities and Service improvement efforts.
- Provide business & financial justification for system upgrades and enhancements.

I also held the additional responsibility of IT Project Manager where in I was actively involved & spearheaded the implementation of Oracle ERP, OBIEE & FrontRange Service Desk IT Service Management Suite. Below were some of my key accountabilities:

- Head the Oracle ERP practice at Gazzaz & to manage, lead and supervise the Oracle ERP Applications team. To make sure that they meet the Oracle Project deadlines/goals. This includes the implementation of Oracle ERP & the development of Oracle Applications.

- End-to-End responsibility for database, storage, UNIX, backup operations & projects.
- Responsible for Oracle Technology Operations & Data Management.
- Review & assign new incoming requests to resources.
- Produce daily, weekly and monthly reports on volume, SLA's and OLA's.
- Perform Spot checks on incidents and Service requests for review.
- Arrange meetings with Business Process Owners, Top Management & with project partners.
- Attend weekly resourcing meetings and help manage and balance the workload of the team.
- Act as escalation on major issues in conjunction with the IT Coordinator & Business Process Owners.
- Manage hour's balances in conjunction with the IT Coordinator.
- Attend business support meetings with functional consultant when required.
- End-to-End Project Management starting from project planning till closure, where execution takes most of the effort hours managing IT projects.
 - ✓ Project Initiation (Initiate kick off meeting, identify stakeholders & procurement).
 - ✓ Resource Management (Resource allocation & managing resources of project team)
 - ✓ Planning (Developing project plan while taking TSD as scope document with timelines & risks)
 - ✓ Execution (Manage project delivery & execute project plan as per the schedule)
 - ✓ Control (Periodic review with Functional, Account & Business Process Owners on projects & monitoring its progress accordingly)
 - ✓ Change Management (Plan/Schedule a change, working on approvals, attending CCRB meeting & making sure it's implemented accordingly)
 - ✓ Communication Management (Ensure clear communications, periodic project status reports, scheduling meetings, sharing minutes, stakeholder management & other project communication documents)
 - ✓ Project Closure (Preparing Completion Acceptance Report {CAR}, taking Business approvals & closing the same)

Wells Fargo Bank (March 2009 - January 2011) as DBA Operations Manager

(Wells Fargo Bank - India Technology Centre is the wholly owned subsidiary of Wells Fargo Bank having its Technology & Development Centre in India. Wells Fargo Bank is a US based bank headquartered at San Francisco, USA)

Responsibilities: As a DBA Operations Manager, I was responsible for managing the Production DBA Operations in the capacity of DBA Manager for Wells Fargo ISG Enterprise IT Management. I was responsible for a team of 18 DBA's who are responsible for providing 24x7 production support, development and maintenance of all the Oracle Database Environments in EXADATA & Non-EXADATA platforms.

I was responsible for implementation and effective management/functioning of the world class DBA & IT Infrastructure Operations and services for ISG and for supporting WWW Database & IT Infrastructure Services. As a DBA Manager in the Internet Services Group handled the databases deployment for critical banking applications like Bill Pay, Online Payments, Alerts, WWW, Fraud Prevention (SIMS), Transfer Scheduling System & vSafe for the Internet Services Group worked on Oracle 9i, 10g & 11g systems performing both batch processing and OLTP. VLDB (3 TB)

I was responsible for working closely with project teams on the design, development and build of new production, staging, test and development databases using some of the latest Oracle products including Oracle EXADATA, Oracle 11g Data Guard, Oracle 11g Grid Infrastructure 11g. The environment consists of Oracle RAC, DataGuard and other replication technologies like Streams, Golden Gate & Shareplex. I have been the Group Change Control Facilitator & Gate Keeper for approving any critical changes to the groups IT Systems, Databases & Infrastructure.

As the team manager, I had full responsibility for the personnel development, discipline and resourcing including carrying out staff appraisals, objective setting, defining KPI's, setting the strategic direction for the team and leading the team for championing new technology for the business. Along with all the management aspects of this role, I'm very much technically hands-on, which in turn helped my team meeting the SLA's where the resource and timelines are limited.

Key Managerial Responsibilities:

- Team size of 18 members. Responsible for Performance Management & Delivery.
- Managed & Lead a team of 18 DBA's providing 24x7 production support for over 400 databases on the corporate network with database size ranging from 50GB to over 3TB. Overall responsibility of Incident Management, Problem Management, Change Management
- Direct Database Administration & Support staff in the installation, upgrade and maintenance of databases, data warehouses, data storage structures, database software and tools, in accordance with agreed designs, assessing and allocating resource requirements as necessary
- Manage the establishment and maintenance of procedures to monitor, tune and control the databases in order to maximize performance and ensure data security, integrity and consistency so as to avoid the loss or corruption of data while ensuring strict adherence to SLA's.

- Devise and recommend backup strategies for databases to ensure the security of data; take recovery action as necessary in the event of corruption or failure, to ensure that the failed system is restored to a working condition with a minimum of down-time and data loss and consequent financial penalty to the Company while ensuring strict adherence to business continuity SLA's.
- Manage the provision of support and consultancy to development staff in the design, sizing, layout and implementation of relational databases and the provision of standards and procedures for these tasks.
- Manage Systems and database security as well as access control to sensitive business data.
- Drive incident improvement projects and support teams to define problem statements, identify corrective action plans, and deliver improvements to reduce aging incident tickets volumes, issues reoccurrences, and time to restore across all IT incident severities.
- Lead Process Improvement.
- Lead / Participate in projects to improve the Incident/Problem/Change process and drive Standard Operating Procedures and process reviews.
- Been the Single Point of Escalation for ISG Database & IT Infrastructure Services.
- Managing Offshore DBA team providing Comprehensive Database Management & Production Support. Act as a single point of contact for tracking, driving, escalating, coordinating & communicating the resolution of DB issues. Maintain & Document the DBA support strategy. Manage & Maintain DBA service levels, workflow process, work tickets & service metrics.
- Ensure Change, Incident & Problem Management processes are adhered to.
- To deliver quality services based on best practices of project management & technical expertise within the guidelines of ITIL.
- Lead the DBA support & Deployment of Database changes from Wells Fargo India ISG. Act on Prod/Pre-Prod DB environment capacity requirements to implement capacity/performance enhancements to the Prod/Pre-Prod DB environments. Participate in the design, testing, implementation, maintenance and control of the ISG's physical databases.

Key Technical Responsibilities:

- Day-to-Day support on general DBA activities like Proactive Health Check & Monitoring of databases, DB Backup/Recovery & Troubleshoot DB Environment Problems.
- Administration of mission critical 24x7 databases on Oracle 10g/11g Real Application Cluster.
- Administered & implemented Data Guard configuration on mission critical databases.
- Work with Change Management Release Engineers to install Database changes during the outage window.
- Leads the deployment of Database changes for the WFIS-ISG projects in the Database Management Services Group.
- Participates in the design, testing, implementation, maintenance and control of the QA group's physical databases.
- Responsible for end-to-end migration & conversion of the databases from legacy Wachovia to Wells Fargo.
- Handling Oracle Database Administration activities like: Database Migrations, Database Upgrades, Database Re-Org, Installations, Cloning, Patching, Code Movements, Shell Scripting, Performance Tuning, Database Backup/Recovery, and Proactive Health Check of databases. Also works on change requests related to Creating DBs, Schemas, Refreshing DBs, Move DBs, Logical Backups, Deploy to Unix/Linux, Shell Scripting, Partitioning Concepts, Roles & Grants and ClearCase.

Achievements & Projects: Below are some of the projects in which I was actively involved.

- **End-to-End Migration & Conversion of the DB's from legacy Wachovia to Wells Fargo.**
- **Multiple Node RAC Setup on Prod & Dev Environments**
 - ✓ 8 & 6 Nodes Oracle 10gR2 RAC production setup on HP-UX (Hosted on HP Superdome) using EMC SAN storage (EMC Symmetrix DMX-4).
 - ✓ 2 Node 11gR2 RAC Production setup on Sun Solaris 10.
 - ✓ 6 & 3 Nodes RAC Development setup on Sun Solaris 10.
- **Developed DBA SOP's & DBA Best Practice**
 - ✓ Developed the DBA Standard Operating Procedures & DBA Best Practice Guide for the ISG DBA teams at Wells Fargo Bank.
 - ✓ DBA Best Practice: Reduced the database copy & restore time by 60% by automating the replication process using Shareplex Replication Tool for Oracle databases. This significantly reduced the time taken for cloning large & very large databases.
- **RMAN Active Database Duplication**
 - ✓ Worked on a project to upgrade & deploy large banking applications. This required several databases to be refreshed frequently and on demand. One of the criteria was the source database could not be shut down during the cloning. Using the RMAN Duplicate feature of Oracle 11g allowed me to deliver database copies on demand, reducing the normal delivery time by 80%.
- **Automation of Development/Stage/Pre-Production Refresh from Production Databases.**
- **Database Character Set conversion to Unicode.**

Genpact India (January 2005 - February 2009) as IT Infrastructure & DBA Team Lead

(Formerly GE Capital International Services, Genpact is a leading services company delivering IT services to multinational companies/clients.)

Responsibilities: GE Corporate - Operations Intelligence Center & CIS Shared Oracle DBA Team is the high availability team of GE Corporate Business to maintain GE Corporate-GTS IT Infrastructure. It is the global IT command center for all the GE business. It is one of the primary environments in GE Corporate is the Shared IT Services, which caters to the entire GE's 350 thousand employees. It has around 2500 odd mission critical down streams accessed by GE

Global Employees. Other critical Application environments here are the Shared Sourcing Services (SSS) & Oracle HR (OHR). CIS Shared Oracle DBA group defines its mission as ensuring the secure collection and storage of GE corporate data; making data available to the greater GE community in a secure manner; restoring all databases, while retaining full data integrity, to alternate systems in the event of a disaster or catastrophe; and managing all databases and related systems using the most current software and best practices in a secure, conservative manner.

As Team Lead for GE Corporate - IT Infrastructure Management was responsible for the following:

- Responsible for Handling the 24X7 Operations & managing various new Projects of the Data Center.
- Responsible for handling the Data Center Technical & Operations team
- Responsible for Migration of GE Capital databases from Oracle9i to Oracle10g
- Responsible for implementation of RAC for GE Corporate Audit Services (CAS)
- Responsible for delivery of technical architecture designs and roadmaps for supporting business, applications such as ERP, Database, server computing, server OS, storage, monitoring, middleware, SAP architectures, and hosting models.
- **Primary DBA for 35 databases**, handling various alerts, backups, refreshes, migrations, loads, routine checks, tuning and recommending new features / upgrades.
- Supported more than **250+ Prod/Test/Dev database** for different application running in GE Corporate on Oracle 9.0/9.2 with Sun Solaris 8, Linux & NT boxes.
- Provided **Oncall DBA 24x7** weekly support to the entire Oracle environment in CIS resolving production database issues over bridge calls.
- Migrated & Supported **15+ databases to Veritas Cluster HA** environment. **Upgraded 30+ databases** from 8.x, 8i to 9.2.0.2, 9.2.0.4 and 9.2.0.5.
- Also working on Migration of databases from **Solaris to Linux**.
- Handling DWH Load failures & performance issues providing RCA driven solutions, database tuning, SQL Tuning using Statspack, Explain Plan & Tkprof etc.
- Day to day support on general DBA activities like **Patching, Cloning, Refreshing**, Load testing support on weekly basis etc.
- Migration of Databases from **Solaris to Linux**.
- Initiated the "Ops Excel Project" along with CIS Management and was one of the three members who are presently working on **proactively tuning & standardize** all applications at machine, database & SQL level and recommend necessary enhancements/upgrades.
- Customer interaction / interface both face to face (Onsite in UK & USA) & offshore.
- Making strategies for taking on more challenges on the project. Successfully did the Oncall DBA duty for offshore, 24x7 Support, Offshore Primary DBA role

Achievements:

- Six Sigma Green Belt Certified: I have done my Green Belt project on "ITG Kintana Work Flow" for process improvements in Change Management, Problem Management & Incident Management. Methodology used: **DMAIC (Define, Measure, Analyze, Improve, Control)**
- Lean projects: I have successfully completed the following Lean Projects.
 - ✓ **Lean Project 1 (Training Plan)**: Created, consolidated and implemented Training plan for Junior DBA's. Reduced the training span to 3 weeks as compared to 7 weeks training plan earlier. Lean Methodology used: MUDA.
 - ✓ **Lean Project 2 (DB Inventory Portal)**: Consolidated, created SOPs for various processes and help client manage them all at standard location. Lean Methodology used: 5S.
 - ✓ **Lean Project 3 (Process Automation)**: Have completely automated the scheduled jobs like the daily database backups, pushing the backup data to tapes, purge jobs, database level statistics & DWH Loads using CA Autosys Job Scheduling tool. Lean Methodology used: 5S.

Intec Group (India) Ltd (February 2004 - January 2005) as Oracle DBA

(Intec Group Ltd. is a Software Development Company with support centers established in Bahrain & Texas. Company is into Enterprise Software, Database, Intranet Product Development Enterprise wide Solutions & Network Solutions)

Responsibilities: Being an Oracle DBA, responsible for installation & administration of Oracle Database and its tools on various Operating Systems, such as UNIX. The role also includes installation of Operating Systems. I was responsible for monitoring production & development environment and also responsible for upgradation. I was also involved in physical design and implementing the database, including memory and disk space allocation, logical database design including creation and sizing of logical storage structures such as tablespaces, tables and indexes.

- Analysis the system and developed design model of proposed database
- Create the database and configured it according the requirement
- Creating tablespaces with appropriate options
- Analyzed space requirement for every tablespace

- Made solution for space management
- Creating database users and assigned required privileged
- Played a role in making of backup and recovery strategy
- Maintaining Backups every day & providing recovery whenever required.
- Migrating product from Microsoft SQL Server 7.0 (Initial Database) to ORACLE 8.1.7.
- Generating SQL Scripts for the Database every day and maintain the Version Control System (For keeping track of Changes Day wise).
- Creating Setup Application
- Developing stored procedures/ Triggers/ Tables in ORACLE / T-SQL as when the requirement comes.
- Creating and managing Jobs for Backups, Data transformation purposes.
- Converted product from SQL Server to ORACLE.
- Creating Application for Database version upgrade of the product.
- Installing product at remote sites through tools like Remote Admin/ VNC etc.
- Keeping close with Network Administrator for Software updates or applying patches.
- Handled all the problem of end users
- Attending CMMI for SE/SW/CMMI/IPPD/SS Training program and deploying the standards at work.
- Participating in the brain storming sessions for generating/ enhancing the requirements of the product in terms of Back-end activity.

Indo-American Professional Education Network (September 2000 - February 2004) as IT Support Engineer

(An online & executive education provider with 5 branches all across the country connected through a VPN link. There are 5000+ students and 170+ staff. IT department consists of 19 staff)

Responsibilities: As an IT Support Engineer responsible for managing the internal IT Infrastructure & day to day IT related issues. My role was more of an IT Technician. Below are some of my duties.

- Installing and maintain windows 2000 Server & Windows 2003 server with Active Directory and creating Group Polices.
- Installations and Maintain of Desktop System along with different peripherals.
- Troubleshoot all networking problems to ensure minimum downtime & maximum availability.
- Responsible for troubleshooting of LAN problems & backup.
- Managing & configuring on client side thought Web Interface & outlook express.
- Assembling of new computer handling hardware and software related problem & operating systems.
- Handling LAN on switches & hubs through UTP.

Key IT Skills, Technical Proficiencies & Product Expertise:

Networking Products	Cisco Routers 7200, 2600, 2500, 3800, 3600 series; Cisco Switches 4006, 6500, 2950, 1900 series, Catalyst/Enterprising; HP Switches 5820 & 5800
Firewalls/IDS	Palo Alto PA3020 IDS, Dell SonicWALL TZ Series/NSA Series/E-Class NSA Series/SuperMassive Series, Cisco ASA 5500/5500-X Series Firewalls (Adaptive Security Appliances), Cisco IOS Firewall, Cisco IDS 4215/4235 Sensor, Cisco Catalyst 6500 Series IDS, Cisco IPS 4200 Series Sensor
Network Protocols	TCP/IP, IPX/SPX, Ethernet, DNS, DHCP, FTP, HTTP, POP3/SMTP, SNMP, RSYNC
Routing Protocols	RIP, IGRP, EIGRP, BGP, OSPF,QOS, MPLS VPNs and HSRP/VRRP
WAN Protocols	HDLC, PPP, FRAME RELAY, ATM, Private Line, DS1, DS3, Ocx
Servers	IBM X-Series 335,360,225; IBM H-Series BladeCenter HS23/HS22; Sun E250/E15K, Sun SPARC M3000 / M4000, Sun X3-L2, Oracle T4-2, Sun 4170, Sun V240, Sun V245, Sun V445; Nutanix NX-6000 Series (NX-6020, NX-6050, NX-6060, NX-6070, NX-6080)
Server OS / Platforms	RHEL 4 & 5, Red Hat Linux 8.0/9.0, Red Hat Advanced Server 2.1/3.0, Sun Solaris 8/9/10, HP-UX 11, Fedora Linux, CentOS, Ubuntu, Debian, Windows NT, Windows 2000, Windows 2003 SE, Windows 2008
Client OS	Windows 95, Windows 98, Windows XP & Windows 7
Monitoring Tools	Nagios, Cacti, Squid, DansGuardian, Microsoft SCCM 2007/ 2012, HP System Insight Manager (SIM)
Management Tools	VNC, Remote Shell Access, Webmin, RDP, NetOP
Virtualization	VMware ESXi 3.5 to ESXi 5.0 & VMware VSphere; Citrix XenApp Server 4.5
DevOps Stack	Jenkins, Ansible, Chef, Puppet, Salt & Nagios
Storage	Oracle StorageTek 2540, Sun StorageTek 6140, Sun StorageTek SL48 Tape Library, IBM Storwize V7000, Axiom Pillar, EMC-DMX-2, DMX3, DMX4, VMAX10K, VMAX20K, VMAX40K, EMC Clarion, CX3-80, CX3-20, CX400, CX700, CX960, IBM-DS4800, XP1024, XP12K
Backup Software	CommVault Backup / Restore, Symantec NetBackup, NT Backup
Databases	Oracle 9i/10g/11g/12c, Oracle RAC, Data Guard with streams, Microsoft SQL Server 2000/2008/2014
Other Skills	Mainframe, SAP, Active Directory, Lotus Notes, SSH, SFTP, VPN, POSTFIX, MAILMARSHAL, Apache, MySQL, PHP, Load balancers ACE/F5, Nexus Technology